



COVID-19 Emergency Operations Center

SOP No: MS-123
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Standard Operating Procedure

Subject: Ambulance Transport Procedure at Medical Sheltering Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to establish the guidelines involving Ambulance Transport for Advanced Life Support (ALS) and Basic Life Support (BLS) ambulance transports from Medical Sheltering Sites.

2. Definition

- Advanced Life Support (ALS) Ambulance
 - The technicians in an ALS ambulance can perform any surgery or medical treatment and has the equipment to support airway, cardiac monitors, and cardiac supporting machines
- Basic Life Support (BLS) Ambulance
 - The technicians in a BLS ambulance can provide basic first-level treatment, such as providing basic medication, conducting CPR, and operating an AED
 - Medical Sheltering Site utilizes BLS for transports involving COVID-19 positive patients in dialysis treatment, COVID-19 trials or needing urgent care services

3. Procedure

1. Patient in Critical Condition (911/ALS Response)
 - i. Medical Sheltering Staff determine that the patient is in critical condition and will be needing advanced medical care
 - ii. Medical Sheltering Staff will call 911 and stay on the line until the dispatcher has confirmed to end call
 - iii. Medical Sheltering Staff will provide the following information:
 1. Location of Emergency
 - a. Vagabond Inn (3101 S. Figueroa St. Los Angeles CA 90007)

- b. Room Number
- 2. Nature of Facility
 - a. COVID-19 Quarantine and Isolation Site
- 3. Caller Phone Number
- 4. Caller Name
- 5. Emergency Details
 - a. Who: Patient Name, Age and Medical History
 - b. What: What is happening?
 - c. When: When did this start?
 - d. How: Did anything trigger this?
- 6. Condition of the Patient
- 7. Details of Clinical Staff Efforts
 - a. Example: Patient received 15L of O2. Medical Provider administered Keppra.
- iv. Clinical staff will prepare face sheet, patient's private health information
 - 1. Face sheet will include request to transport patient back to Medical Shelter, if stable before discharge date
- v. 911 response with ALS ambulance will arrive and conduct life-saving procedures
- vi. If patient is still in critical condition, patient will be transported to local hospital
- vii. If stable before discharge date, patient will return to the Medical Shelter to complete quarantine

2. Patient in Critical, but Stable Condition (BLS Response)

- i. Medical Provider conducts an exam and determines that the patient will be needing advanced medical services
- ii. Medical Provider alerts Charge Nurse of BLS transport need
- iii. Charge Nurse will request BLS transport to local urgent care
 - 1. Charge Nurse will provide the following information:
 - a. Location
 - i. Vagabond Inn (3101 S. Figueroa St. Los Angeles CA 90007)
 - ii. Room Number
 - b. Nature of Facility
 - i. COVID-19 Quarantine and Isolation Site
 - c. Charge Nurse Contact Information
 - d. Details
 - i. Who: Patient Name, Age and Medical History
 - ii. What: What is happening?
 - iii. When: When did this start?
 - iv. How: Did anything trigger this?
 - e. Condition of the Patient
 - f. Details of Clinical Staff Efforts

- g. Requested Location
 - i. Dialysis Center, Urgent Care, COVID-19 Trial Facility
- iv. Clinical staff will prepare face sheet, which includes patient's private health information
 - 1. Face sheet will include request to transport patient back to Medical Shelter, if stable before discharge date
- v. BLS ambulance will arrive and transport patient to requested urgent care location
- vi. If stable before discharge date, patient will return to the Medical Shelter to complete quarantine